

# EXHIBIT B

**WALGREEN CO.***Pharmacy Phase II:**Electronic Commerce Infrastructure Specification***Submitted By:****Submitted To:**

George Riedl  
Director, New Business Development  
Walgreen Company  
Deerfield, IL

**Dated:****Important  
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## Table of Contents

|  |    |
|--|----|
| Locate Store (Order Selection).....                  | 3  |
| Order Prescription .....                             | 6  |
| Print Mail Order Form.....                           | 10 |
| Register Individual- Short.....                      | 11 |
| Register Individual- Long .....                      | 13 |
| Send Password Hint.....                              | 15 |
| Send Refill Reminder .....                           | 16 |
| View Profile (View Prescription History) .....       | 17 |
| Shipping Delivery Request.....                       | 19 |
| Ask a Pharmacist.....                                | 22 |
| Change Password.....                                 | 24 |
| Check Drug Interactions .....                        | 26 |
| Check Order Status .....                             | 28 |
| Find Drug Information.....                           | 30 |
| Locate Store (Find a store) .....                    | 32 |
| Search Web Site.....                                 | 34 |
| Spotlight a Pharmacist.....                          | 35 |
| View Health Condition Library .....                  | 36 |
| View Registration.....                               | 37 |
| Log Off .....  | 39 |
| Login First Time (to view prescription history)..... | 40 |

**Locate Store (Order Selection)**

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/15/1999

**Summary:** This store locator case will be for registered customers who are ordering prescriptions and are electing to pick them up at the store.

**Actor Definition:** Registered Customer - A customer who has registered with Walgreens web site before and has an existing, up-to-date profile.

**Preconditions:** Customer is entering prescriptions and is at the store selection phase

**Success End Condition:** The store meeting the search criteria entered is found

**Failed End Condition:** Customer searches until a store is selected

**Trigger:** Customer is selecting the store they want a prescription filled at

**Main Success Scenario:**

1. The customer enters an address and criteria to find a store.
  - > Street
  - > City
  - > State
  - > Zip
  - > City and State or Zip required
  - > Open 24 hrs? (yes/no)
  - > Has drive thru? (yes/no)
  - > Within what range? Enter radius in miles
2. The customer submits the search
3. The results of the search are shown
4. The customer can choose a store on the list to use as the store for the order
5. The customer can select a store to view the details on the store
6. The customer can search again
7. The customer selects a pick up time for the store order
8. The customer submits a time
9. If the customer has not ordered a prescription (have not registered completely) before then they must fill out the rest of their registration. Goto **Register Individual Long**
10. The customer then reviews their order details
11. The customer is shown a confirmation screen displaying a thank you
12. Confirmation e-mail is sent to the customer confirming the receipt of the order.

**Variations**

1. None
2. None
3. A large map based on the radius is displayed and the Walgreens stores located within that radius are shown with an icon on the map for each Walgreens found
  1. A list of summary details on the stores are shown below with address, city, pharmacy phone #, 24hr indicator, Drive thru indicator
4. If the customer selects a store return to the order process
5. The customer has selected to see the details on a store
  - > Store number

- Pharmacy phone number
- Store phone number
- Store address
- Store Hours
- Pharmacy Hours
- Drive Thru Indicator
- 1 Hour Photo Indicator
- A detailed map of the stores location
- I. The customer can select to use this store for the order
- II. The customer can select to view directions
  - A. The customer is shown a pop-up with directions and a map to the store
  - B. The customer can select to use this store for the order
  - C. The customer can search again
- 6. None
- 7. The customer inputs the pick-up time
  - I. The customer is shown the store address, store number and pharmacy hours.
  - II. The customer selects day of week (up to seven days in the future) defaults to the next day
- 8. The customer selects the time of the pickup (default to 10:00 am next day, if the store isn't open on that day defaults to next pharmacy business day, this will never display a time when the pharmacy is closed, based on the pharmacy hours for the store. The customer cannot select a time less than one hour from time of entry or a time that the store is closed.)
- 9. The customer is notified that WAG will be contacting the doctor (if required). The customer is told they will receive an e-mail when the prescription is ready
- 10. User confirms information for order:
  - User Information
    - Name
    - Address
    - Primary Phone Number
    - Secondary Phone Number
  - Prescriptions (if the customer does not have a PIN number associated with their registration they are not shown information for refills other than the type and prescription number)
    - Type (refill, new, transfer)
    - Drug name/strength
    - Quantity
    - Doctor's Name
    - Doctor's Phone
    - Prescription Number
    - Pharmacy (transfers only)
    - Pharmacy Phone
    - Message -The message area contains messages to the customer about prescriptions. The messages will only be shown for refills (Please allow extra time to contact your doctor, your insurance has expired)
  - Store Pickup Address
    - Address
    - City, State, Zip
    - Pharmacy phone
    - Pharmacy hours
  - Order timing
    - Day of week
    - Time of day
    - I. The customer chooses to continue
    - II. The customer can cancel their order
    - III. The customer is shown a pop-up warning about canceling the process that they will lose all their information
      - A. The customer can choose to continue, canceling and deleting the order
      - B. The customer can choose to continue which closes the pop-up

11. Confirmation screen shows:
  - The address of the store, store number and phone number of the pharmacy
  - The hours of the pharmacy at the selected store
  - The time the order will be ready by.
  - Links to order status, the home page, and pharmacy home
12. None

**Metrics:**

Priority: Critical for order entry

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive, database

**Open Issues (optional):**

**Order Prescription**

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/28/1999

**Summary:** The Order New Prescription function is intended to allow new customers and existing Walgreens customers the ability to request fulfillment of a new prescription(s).

**Actor Definition:**

- Registered Customer – Customer registered with Walgreens web site
- Registered Customer with PIN – Customer who has ordered a prescription, received a PIN and entered the PIN
- Unregistered Customer – Customer who has not registered with Walgreens web site
- Physician – Approves new prescription(s) sent to Walgreens
- Tempe Facility (Pharmacists and Customer Service) – Fills prescription requests to be mailed to customer
- Store (Pharmacist and Technicians) – Fills prescription request(s) to be picked up at the store by the customer

**Preconditions:** Customer must be registered with Walgreens web site

**Success End Condition:** Customer receives filled prescription via mail or customer picks up filled prescription at Walgreens retail pharmacy location

**Failed End Condition:** Returned to Main Page

**Trigger:** Customer navigates to Order New Prescription function, customer wants to request a new prescription

**Main Success Scenario**

1. Customer navigates to order prescription area
2. Customer logs in to web site using username and password (see variation 2)
3. Customer chooses to transfer a prescription, request a new prescription, refill and existing prescription, or print a mail order form. The customer is taken to the appropriate entry screen.
4. Customer is shown the shopping cart. Customer requests prescriptions until their order is complete (iterative for each prescription)
5. Customer selects the method of delivery. The customer can have the prescription filled at the last Walgreens they had a refill prescription filled at (if applicable), at a Walgreens retail location, or mailed to them. The customer can select only one option for the entire order. Orders will not be split between retail pickup and mail order
6. The order is routed to the appropriate facility for fulfillment
7. Customer picks up prescription at Walgreens retail pharmacy location or receives the new prescription via mail.

**Variations**

1. None
2. Customer not registered with Online Pharmacy or has forgotten password
  - 2a. The customer has not registered
    - I. Register customer (*Register Individual - Short*)
    - II. Goto 3
  - 2b. The customer has forgotten their password
    - I. Goto *Send Password Hint*
    - II. End Order Prescription
3. Customer selects the source of new prescription (allow for multiple transfers)

- 3a. Transfer Prescription – The customer enters the appropriate information listed below (a customer may not transfer an "in-process" prescription)
- I. The customer enters the information about the prescription they are transferring (drug name). The mandatory information is intended to be used for pharmacy contact, the optional information assists in this process
  - II. The customer provides the pharmacy name, pharmacy telephone, drug name and strength (mandatory), prescription number, , drug quantity, doctor's name (first name, last name) and doctor's phone (optional)
  - III. The customer is notified we will be contacting the pharmacy
  - IV. The customer selects to add this prescription to the order
  - V. Go to 4
- 3b. New Prescription – The customer has a new prescription from a physician (Walgreens will call physician)
- I. The customer enters the information about the new prescription to be filled
  - II. The mandatory information is intended to be used for physician contact, the optional information assists in this process
  - III. The customer provides doctor's name (first name, last name) and doctor's phone (mandatory) drug name and strength (1 entry), and drug quantity (optional)
  - IV. The customer is notified we will be contacting the doctor.
  - V. The customer selects to add this prescription to the order
  - VI. Go to 4
- 3c. Refill Prescription – The customer is refilling an existing Walgreens prescription
- I. If the customer has not entered a PIN number, they will be presented with LFT (Login first time) screen and prompted to enter their PIN and then goto III. If they do not have a PIN they will goto II
  - II. If the customer has not associated their PIN and is electing to enter using prescription numbers they are allowed to enter a prescription number, if the number is invalid they are notified and asked to enter the number again.  
Errors for invalid numbers: Prescription not found, Not refillable, system error, healthcare plus prescription, store is closed
  - III. If the customer has entered a PIN then the Customer can select prescriptions to refill from their profile. This takes the customer to *View Prescription History (VP2)*. The customer selects a prescription to refill from their profile and is taken to the prescription shopping bag.
  - IV. If a customer chooses to refill a prescription at a location different than the current location of the prescription, the prescription must be transferred to the new location. Example: I have prescription X at location 1. I want to have prescription X filled at location 2. Prescription X at location 1 is closed and prescription X is opened at location 2. This functionality exists within IntercomPlus currently.
  - V. Go to 4
- 3d. Print Mail Order Form – The customer has a new prescription from a physician (customer possesses script)
- I. Goto *Print Mail Order Form*
  - II. END ORDER PRESCRIPTION
4. The customer is shown their "shopping cart"
- 4a. For each prescription in the cart the customer is shown the type of prescription (new, refill, transfer), Drug Name/Strength, Quantity, Doctors Name, Doctors Phone, Prescription Number, Pharmacy, Pharmacy Phone, message.
- I. If the customer does not have a PIN associated with their user ID then they will not be able to see the Drug Name/Strength, Quantity, Doctors Name, and Doctors Phone of refill prescriptions



- II. The message area contains messages to the customer about prescriptions. The messages will only be shown for refills (Please allow extra time to contact your doctor, your insurance has expired) and for new
- 4b. After each prescription is added the customer is shown their shopping cart. The customer has the opportunity to remove items from their shopping cart (line item by line item).
- 4c. The customer is told at this time that we will be unable to quote them a price.
- 4d. The customer can choose to add another transfer prescription, new prescription, or refill prescription
- 4e. The customer can also choose to complete their order Goto 5
- 4f. The customer can also choose to cancel their order.
  - I. If the customer chooses to cancel their order they are shown a confirmation screen with a warning
  - II. The customer can choose to cancel the order or continue with the order
- 5. Customer selects to fill the prescription at a previous store (if available), a new store, or ship the prescription.
  - I. If this order is the customer's first order and the customer is refilling a prescription they have received at a Walgreens store before they are given the option to select **the store of the first refill on the list**. If available the store number, address, pharmacy phone, and pharmacy hours are shown. (**goto Locate Store Order step 7**). The customer can also select to pick up prescription at a different store (**Locate Store Order**). The customer can also choose to have the prescription mailed to them (**Goto Shipping Delivery Request**)
  - II. If this order is NOT the customer's first order and the customer is refilling a prescription they have received at a Walgreens store before they are given the option to select **the last store they used**. If available the store number, address, pharmacy phone, and pharmacy hours are shown. (**goto Locate Store Order step 7**). The customer can also select to pick up prescription at a different store (**Locate Store Order**). The customer can also choose to have the prescription mailed to them (**Goto Shipping Delivery Request**)
  - III. If this order is the customer's first order and they do not have any Walgreens refills on the order. The customer can select to pick up prescription at a store (**Locate Store Order**). The customer can also choose to have the prescription mailed to them (**Goto Shipping Delivery Request**)
  - IV. The store last filled can also include the internet store
- 6. Fulfillment Methods and Exception Handling
  - 6a Store Fulfillment
    - I. If customer is not matched, an auto match is performed using the Rx number, if this fails, it will be sent to Tempe for matching
    - II. An attempt is made to auto match the new submission with an existing customer record. If the auto match process fails one of the following action is performed.
      - a) If the customer has checked the existing customer checkbox goto **Match existing refill store order customer use case**. Return to step 12(a)(III).
      - b) If the customer has not checked the existing customer checkbox goto **Match refill/new prescription mail/store order new customer use case**. Return to step 12(a)(III)
    - III. The application server for the store is chosen from the store routing table stored in the Web DB

- IV. The Rx is placed in the work queue for that store if it is a refill or it is sent to the store via email if it is a new or transfer prescription
- V. Store contacts patient by phone if there is an exception
- VI. System performs DUR check
- VII. Pharmacist fills prescription
- VIII. Pharmacist updates status in Intercom Plus (existing store system)
- IX. Customer receives e-mail when Rx is ready (this includes Rx number, store location, pharmacy phone number and pharmacy hours)
- X. Prescription is held by store for pickup
- XI. Customer picks up Rx at store
- XII. E-mail server checks to see if patient is awaiting PIN
- XIII. If so, function is initiated on web site to send PIN

#### 6b. Mail Fulfillment

- I. If customer is not matched, an auto match is performed using the Rx number, if this fails, it will be sent to Tempe for matching
  - II. An attempt is made to auto match the new submission with an existing customer record. If the auto match process fails one of the following action is performed.
    - a) If the customer has checked the existing customer checkbox, goto *Match existing refill mail order customer* use case. Return to 12(b)(III).
    - b) If the customer has not checked the existing customer checkbox goto *Match refill/new prescription mail/store order new customer* use case. Return to step 12(b)(III).
  - III. This order is placed into Promise for fulfillment
  - IV. The order is filled in Tempe and shipped to customer
  - V. Order status file is uploaded to the web server from Promise
  - VI. Order status files are parsed and order status database updated
  - VII. If customer has ordered an Rx for the first time, then a PIN is generated and e-mailed to customer
7. None

#### Metrics

Priority: Critical to success of web site

Performance Target: 1 business day from submission to fulfillment

Frequency: Undetermined

Channel to primary actor: Interactive to Database and Legacy Systems

Primary Actors: Registered User

Secondary Actors: Physician

Tempe Facility

Channel to Secondary Actors: Manual Event

Systems Involved in Case: IntercomPlus, Promise

#### Open Issues (optional)

**Print Mail Order Form**

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/15/1999

**Summary:** The Printable Mail Order Form is used by customers who want to order prescriptions by mailing a form and prescription hard copy (for new prescriptions) to the mail order facility. The customer would fill out the form online, print the mail order form, attach their prescription and mail the form and prescription to the Tempe facility.

**Actor Definition:** A registered customer who does not want to electronically submit their prescription order via the website.

**Preconditions:** Customer has registered with the Walgreens website

**Success End Condition:** Customer has printed complete mail order form (imagable format)

**Failed End Condition:** Customer returns to ordering options

**Trigger** Customer wants to mail their prescription order to the mail order facility.

**Main Success Scenario**

1. The customer selects to print a mail order form
2. The customer is shown a PDF document that they can print to mail in new prescription orders.

**Variations**

1. If the customer has not ordered a prescription (have not registered completely) before then they must fill out the rest of their registration Goto *Register Individual Long*
2. None

**Metrics**

Priority: Important for customer service

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Registered Customer

Channel to primary actor: Interactive

**Open Issues (optional)**

**Register Individual- Short**

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/15/1999

**Summary:** The register individual -short function is intended to allow customers who are new to the Walgreen's site the ability to register for the extended services without going through the entire registration.

**Actor Definition:** Customer who has not registered with Walgreens web site

**Preconditions:** Unregistered customer

**Success End Condition:** Customer registered

**Failed End Condition:** Returned to Main Page

**Trigger:** Customer wants to access the extended functionality of the web site (order prescription, ask a pharmacist)

**Main Success Scenario**

1. Customer selects yes/no to indicate if they are an existing Walgreens customer
2. The customer provides personal data for the registration
  - First Name
  - Middle Initial
  - Last Name
  - Username
  - Password
  - Confirm Password
  - Password Hint
  - Gender (Male/Female select one)
  - Date of birth
  - E-mail Address
  - Whether they wish to receive e-mails from Walgreens (checkbox)
  - Home Address
  - City
  - State
  - Zip
  - Home Phone
  - Secondary (work) phone
3. The customer submits the information
4. The customer is shown a confirmation screen confirming the registration information:
5. The customer confirms this information is correct
6. The customer is shown a thank you page

**Variations**

1. None
2. None
3. None
4. The information is checked for potential errors
  - I. If there is an error then the customer is taken back to the information they have just entered, to edit the error. A message is generated that tells the customer what information is in error.
5. Confirmation Screen (the information is grouped into categories)
  - I. Personal Information:
    - Name
    - Username

- Password Hint
  - Gender
  - Date of Birth
  - E-mail address
  - Home Address
  - Home Phone
  - Secondary Phone
5. If there is an error then the customer is taken back to the information they have just entered, to edit the error.
  6. The customer can select to be sent to the pharmacy home

**Metrics**

Priority: Critical to success of web site

Performance Target: Immediate registration

Frequency: Undetermined

Primary Actor: Unregistered Customer

Channel to primary actor: Interactive to Web Database

Systems Involved in Case: Web Database

**Open Issues (optional)**

**Register Individual- Long**

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/15/1999

**Summary:** The register individual – long function is intended to take the additional information required when submitting a prescription order for the first time

**Actor Definition:** Customer who has done the short registration with Walgreens web site

**Preconditions:** Short registered customer who is ordering a prescription

**Success End Condition:** Customer registered

**Failed End Condition:** Returned to Main Page

**Trigger:** The customer is registering the first time while completing and order

**Main Success Scenario**

1. The customer completes their health history
2. The customer selects their health conditions
3. The customer selects their allergies
4. The customer can elect to have easy open caps (yes/no) default no
5. The customer can elect to accept generics when available (yes/no) default yes
6. The customer submits the information
7. The customer enters their single insurance provider (verbiage about one provider)
8. The customer is shown a confirmation screen
9. The customer is returned to the order process (ship or store) They are sent to sent to the process from whence they came.

**Variations**

1. None
2. The customer can select from the top 5 health conditions (Pregnancy, asthma, diabetes, high cholesterol, high blood pressure)
  - I. The customer can also select other health conditions
    - A. The customer is shown an alphabetically navigable list of health conditions.
    - B. The customer can select a condition to be added to their list
3. The customer can select from the top 5 drug allergies (Penicillin, sulfa, aspirin, ibuprofen, acetaminophen)
  - I. The customer can go to select other allergies
    - A. The customer is shown an alphabetically navigable list of allergies.
    - B. The customer can select a allergy to be added to their list
4. None
5. The customer is told to complete the order to save the information
6. None
7. The customer will only see this entry screen if they have indicated "no" during the short registration to the existing Walgreens customer question.
  - Company Name
  - Primary Cardholder Name

- Primary Cardholder Phone
- Primary Cardholder Date of Birth
- Relationship to cardholder (cardholder, spouse, child, other)
- Member Number
- Group Number

8. Confirmation Screen (the information is grouped into categories)

Personal Information:

- Name
- Username
- Password Hint
- Gender
- Date of Birth
- E-mail address
- Home Address
- Home Phone
- Secondary Phone

Insurance Information:

- Company Name
- Primary Cardholder Name
- Primary Cardholder Date of Birth
- Member Number
- Group Number

Health History:

- Health Conditions
- Drug Allergies
- Will the customer accept generics? (Yes/No)
- Easy open caps? (Yes/No)

I. If the customer finds error in the information above they can select a section to edit.  
The customer will be taken to a screen populated with the information they have chosen to edit.

9. None

Metrics

Priority: Critical to success of web site

Performance Target: Immediate registration

Frequency: Undetermined

Primary Actor: Short Register Customer

Channel to primary actor: Interactive to Web Database

Systems Involved in Case: Web Database

Open Issues (optional)

**Send Password Hint**

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/15/1999

**Summary:** This function allows registered customers who forgot their password to be have their password hint sent to them

**Actor Definition:** Registered Customer – A registered customer who has forgotten their password

**Preconditions:** Registered Customer

**Success End Condition:** Password hint is mailed to the customer

**Failed End Condition:** Password hint is not mailed to the customer

**Trigger:** Customer has forgotten their password and want to receive their hint

**Main Success Scenario**

1. Customer is attempting to login to their registration and has forgotten their password
2. Customer chooses to have their reminder sent to them
3. Customer enters their e-mail address that matches the one stored in the customer's registration
4. The password hint for the e-mail address is sent to the customer

**Variations**

1. None
2. None
3. None
4. The password hint, for an e-mail address on file that matches the e-mail address entered is sent to the customer via e-mail. The customer is shown a thank you screen and note that the password hint will be sent momentarily
  - 4a. If the e-mail address is invalid, display error message and customer service information

**Metrics**

Priority: Critical to success of web site

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database

**Open Issues (optional)**



**Send Refill Reminder (Send Reminder –not Rx specific)**

**Author:** USWeb/CKS-Chicago/Walgreens,review Tony Rems/Tim McCauley

**Date Modified:** 7/28/1999

**Summary:** For registered customers who have requested it, send out notification reminding them of any item they request to be reminded about.

**Actor Definition:** Registered Customer (short registration) - who wants to be reminded of an event

**Preconditions:** Customer comes to website, registers (short) and adds reminders for any topic

**Success End Condition:** A reminder is generated and sent to customer at the appropriate time

**Failed End Condition:** E-mail not sent to customer or e-mail returned

**Trigger:** Customer has requested that a reminder be sent out

**Main Success Scenario:**

1. The customer enters a topic for reminder
- 2.
3. An e-mail message for the reminder is generated and sent to the customer.
4. Customer receives e-mail

**Variations:**

1. Customer is not registered Goto Short registration
  1. None
2. None
3. None
  - None
- 6b. Customer can disregard e-mail

**Metrics:**

Priority: Important for Customer Service  
Performance Target: Immediate  
Frequency: Undetermined  
Channel to primary actor: Database

**Open Issues (optional):**

**View Profile (View Prescription History)**

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/28/1999

**Summary:** This function allows registered customers to enter into their profile (prescription history)

**Actor Definition:** Registered Customer with who has entered a PIN number – A registered customer who is attempting to view their prescription history and has associated/entered their PIN with their registration

**Preconditions:** Registered Customer

**Success End Condition:** Customer is allowed to view their profile

**Failed End Condition:** Returned to Registration

**Trigger:** Customer wants to view their profile

**Main Success Scenario**

1. The customer wants to view their prescription history
2. Customer logs in using username and password (if not already so)
3. The customer is shown their prescription history
4. The customer can select prescription(s) to refill
5. The customer can select a drug to see drug information on the drug
- 6.
7. The customer can select to view the details on a particular prescription
8. The customer can select a prescription to see the status of the prescription

**Variations**

1. None
2. The customer has not registered.
  - I. The customer has forgotten their password. **Goto Send Password Hint**
  - II. **The customer has not entered their PIN Goto LFT – Login First Time**
3. The customer is shown for each prescription in the history
  - > Prescription Number (hyperlink to status)
  - > Refills remaining
  - > Drug name/strength (hyperlink to drug information)
  - > Doctor's Name
  - > Last Fill Date
  - > Check box for valid refills only
  - >
  - > Check status button
  - >
4. The customer can select (using checkboxes) prescriptions or a prescription to refill and send those to the shopping bag (goto ONP5) In order for the checkbox to appear the IC+ prescription refillable field must be equal to Y
5. The customer is shown Pricing and Drug Information for the selected drug (see **Find Drug Information**) This is a hyperlink
  - I. The customer can return to the pharmacy home
- 6.
7. For each drug a customer selects to see details on they are shown: This is a hyperlink
  - > Prescription Number

➤ Drug Name/Strength

➤ Doctor's Name

The customer is shown the filling history of the selected drug (order of the refills will be according to IC+)

➤ Refill #

➤ Insurance Used (Plan\_ID)

➤ Quantity

➤ Amount Customer Paid

➤ Status (Status of sold is for sold or unaccounted status)

➤ Filled Date

I. The customer can select to go back to the prescription history

II. The customer is notified they can call customer service with any issues.

8. The customer is taken to step 7. The functionality is the same.

#### Metrics

Priority: Critical to success of web site

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database

#### Open Issues (optional)

**Shipping Delivery Request**

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/15/1999

**Summary:** This store locator case will be for registered customers who are ordering prescriptions and are electing to pick them up at the store.

**Actor Definition:** Registered Customer - A customer who has registered with Walgreens web site before and has an existing, up-to-date profile.

**Preconditions:** Customer is entering prescriptions and is at the store selection phase

**Success End Condition:** The store meeting the search criteria entered is found

**Failed End Condition:** Customer searches until a store is selected

**Trigger:** Customer is selecting the store they want a prescription filled at

**Main Success Scenario:**

1. The customer selects an address to have their order shipped to
2. The customer chooses the shipping method to receive their order
3. The customer submits this information
4. The customer enters their billing information
5. The customer enters the billing address for the card
6. The customer can elect to have new payment information saved to their profile
7. The customer submits the information
8. If the customer has not ordered a prescription (have not registered completely) before then they must fill out the rest of their registration. Goto **Register Individual Long**
9. The customer then reviews their order details
10. The customer is shown a confirmation screen displaying a thank you
11. Confirmation e-mail is sent to the customer confirming the receipt of the order.

**Variations**

1. Customer selects address
  - I. Their home address (from registration)
  - II. Their Shipping address (if stored)
  - III. The can enter a new address and choose to save it to their profile
    - Street
    - Suite
    - City
    - State
    - Zip Code
    - Phone

2. The customer selects the shipping option
    - USPS
    - 2<sup>nd</sup> day air
    - Overnight
  - I. The customer can select to receive information on the rates and conditions of shipping
  3. None
  4. Customer enters their billing information
    - I. The customer can select their stored credit card (Last 4 digits and Type are shown)
    - II. The customer can enter a new credit card (type, number, expiration, Name that appears on card)
  5. The customer can select their stored billing address
    - I. The customer can also enter a new billing address
      - Address
      - City
      - State
      - Zip
  6. None
  7. The credit card is evaluated for authenticity.
  8. The customer is taken automatically to the Long Registration if they have not completed it prior
  9. User confirms information for order: The customer is notified that WAG will be contacting the doctor (if required). The customer is told they will receive an e-mail when the prescription is ready
- User Information
- Name
  - Address
  - Phone Number
  - Work Number
- Prescriptions (if the customer does not have a PIN number associated with their registration they are not shown information for refills other than the type and prescription number)
- Type
  - Drug name/strength
  - Quantity
  - Doctor's Name
  - Doctor's Phone
  - Prescription Number
  - Pharmacy (transfer only)
  - Pharmacy Phone
  - Message -The message area contains messages to the customer about prescriptions. The messages will only be shown for refills (Please allow extra time to contact your doctor, your insurance has expired)
- Shipping Address
- Address
  - City, State, Zip
- Payment Information
- Type of Credit Card
  - Last 4 digits
- I. The customer chooses to continue
  - II. The customer can cancel their order

- III. The customer is shown a pop-up warning about canceling the process that they will lose all their information
  - A. The customer can choose to continue, canceling and deleting the order
  - B. The customer can choose to continue which closes the pop-up
- 10. Confirmation screen shows:
  - Order Number
  - Links to order status, the home page, and pharmacy home
- 11. None

**Metrics:**

Priority: Critical for order entry

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive, database

**Open Issues (optional):**

## Ask a Pharmacist

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/18/1999

**Summary:** This function allows registered customers to send questions directly to a pharmacist

**Actor Definition:** Registered Customer with or w/o PIN– A customer who has registered with Walgreens in the short format  
Pharmacist – Pharmacist in Tempe who answers e-mail questions

**Preconditions:** Customer has registered with Walgreens in the short format

**Success End Condition:** Customer has received response from Pharmacist

**Failed End Condition:** Customer is returned to Main Page

**Trigger:** Customer wants to ask a pharmacist a question

### Main Success Scenario

1. Customer chooses to enter ask a pharmacist a question
2. Customer logs in (see variations)
3. Customer is taken to the question entry area
4. Customer fills out question form: (customer is shown disclaimers)
  - Boilerplate Questions – Standard questions which aide in responses
    - Are you current taking any over-the-counter medication?  
Please list them
    - Are you current taking any prescription medication?  
Please list them
    - Are you currently being treated for any health conditions?  
Please list them
  - Free-form Questions – The customer's question
  - Question Category – Used to assist the pharmacist in answering/routing questions
    - Over-the-Counter Medication
    - Drug Information/Drug Interaction
    - Generic/Therapeutic substitution
    - Online Pharmacy
    - General
5. Customer submits question
6. E-mail is sent to a pharmacist with the question and registration information
7. Customer is shown a "thank you" screen.
8. A response e-mail is immediately sent acknowledging the receipt of the question
9. Pharmacist receives e-mail (all correspondence is logged)
10. Pharmacist answers question, or sends a time estimate to answer the question (then sends the answer within that quoted time period)
11. Customer can respond directly to sending pharmacist, and enter into e-mail conversation (they are also given the 1-800 number to call).

### Variations

1. None
2. The customer has not registered.

III. Register customer (*Register Individual - Short*)IV The customer has forgotten their password. Goto *Send Password Hint*

3. None
4. None
5. None
6. Information sent with question to pharmacist
  - First Name
  - Middle Initial
  - Last Name
  - Username
  - Gender (Male/Female select one)
  - Date of birth
  - E-mail Address
  - Whether they wish to receive e-mails from Walgreens (checkbox)
  - Home Address
  - City
  - State
  - Zip
  - Home Phone
  - Secondary (work) phone)
- 7.
8. None
9. None
10. None
11. None

**Metrics**

Priority: Important for customer service  
Performance Target: 24 hours, variable for complex questions  
Frequency: Undetermined  
Primary Actor: Registered Customer w/o PIN  
Channel to primary actor: E-mail form  
Secondary Actors: Pharmacist  
Channel to Secondary Actors: E-mail  
Systems Involved in Case: E-mail management system

**Open Issues (optional)**



## Change Password

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

**Summary:** This function allows registered customers with or without a PIN to change their registration password

**Actor Definition:** Registered Customer – A registered customer (with or without PIN) who is attempting to change their password

**Preconditions:** Registered Customer

**Success End Condition:** Password is changed

**Failed End Condition:** Password change fails, returned to registration

**Trigger:** Customer wants to change their password

### Main Success Scenario

1. Customer logs into view their registration (*view registration*)
2. Customer chooses to change their password
3. Customer enters the old password
4. Customer enters the new password twice for verification
5. Customer enters new password hint
6. Customer submits password change, the password is changed
7. The customer is shown a notification screen on a successful change

### Variations

1. None
2. None
3. None
4. None
5. Customer submits password change (password change is verified)
  - 5a. The customer's old password is invalid
    - I. Display error message
    - II. Goto Step 3
  - 5b. The customer's new password submissions don't match
    - I. Display error message
    - II. Goto Step 3
  - 5c. The customer's new password is invalid (not a valid submission)
    - I. Display error message
    - II. Goto Step 3
6. None
7. None

### Metrics

Priority: Critical to success of web-site  
Performance Target: Immediate  
Frequency: Undetermined  
Channel to primary actor: Interactive to Database  
Systems Involved in Case: Web-Database

Open Issues (optional)

## Check Drug Interactions

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

**Summary:** The Check Drug Interaction use case is intended to enable a customer to obtain information about interactions between drugs and interactions between drugs and their profile.

**Actor Definition:** Unregistered Customer and Registered customer w/o PIN- A customer who is trying to find general interaction information about particular drugs  
Registered Customer w/PIN activated account - A customer who is trying to find interactions between drugs and their profile

**Preconditions:** A customer who is trying to find drug interaction information between a drug(s) and their profile must have associated a PIN with their registration

**Success End Condition:** The customer finds information about the drug interactions (if any).

**Failed End Condition:** Customer searches again or navigates to a different section.

**Trigger** Customer wants to find information about a drug interactions.

### Main Success Scenario

1. Customer navigates to the Drug Interaction search page
2. Customer selects search method for a drug
3. Customer chooses to search for interactions between two drugs or, chooses to search for interactions between a drug and their profile
4. If the customer is not searching for a drug against the profile, they are allowed to select another drug for a one-to-one search
5. The customer elects to see the drug interaction information
6. Drug interaction information is shown

### Variations

1. None
2. Customer search methods
  - 2a. Browse Alphabetically
    - I. Customer selects letter of the alphabet
    - II. The customer is presented with an alphabetical list of drugs that begin with that letter
  - 2b. Search by Name
    - I. Customer enters the name of a drug (or partial name)
    - II. A list of pharmaceuticals that closest match the customer's entry is returned
    - III. The customer selects a drug from the search or chooses to try again (goto 2)
  - 2c. Select from popular drug list
    - I. Customer selects from an alphabetical list of the fifty most popular drugs
    - II. This list is compiled from a report on the most requested drugs.
3. Search between drug and profile
  - 3a. If the customer has not associated a PIN with their registration, they are only given the option to do drug to drug comparisons. The customer will be provided with the LFT option to enter their PIN and to access their profile for DUR check.

3c. The drug interactions are done between the selected drug and each of the drugs on the profile (goto 6)

4. The customer searches for another drug to compare the first one to
5. None
6. Drug interaction is shown as one-to-one drug interacting to another drug. The information displayed is: The names of the two drugs interacting, the severity of the interaction and the nature of the interaction (all from Medispan)

**Metrics**

Priority: Critical for success of Web-site.

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Customer

Channel to primary actor: Interactive

**Open Issues (optional)**

## Check Order Status

(COS in Functional Spec, the case formerly know as Check Prescription Status)

Author: USWeb/CKS-Chicago/Walgreens review

Date Modified: 7/18/1999

**Summary:** This function allows customers to get a quick view of prescription orders and to get more detailed information on each order

**Actor Definition:**

Registered Customer w/o PIN— A customer who wants to check the status of an order and see the status of associated prescriptions

Registered Customer with PIN activated account – A customer who wants to check the status of an order and see the status and details of associated prescriptions

**Preconditions:** None

**Success End Condition:** Customer is shown the prescription status and allowed to inquire for additional detail (if customer has PIN)

**Failed End Condition:** Customer is returned to their registration

**Trigger:** Customer wants to view the status of prescriptions in process

**Main Success Scenario**

1. Customer logs in
2. Customer is shown prescription orders that are currently in-process and prescription orders that have been filled in the last 10 days
3. Customer can select to view the prescription status for store and delivery orders

**Variations**

1. The customer has not registered.
  - V. Register customer (*Register Individual - Short*)
  - VI. The customer has forgotten their password. Goto *Send Password Hint*

Date Received, Order Number, Total Charged (if available) and Order Status (shipped and in-process), shipment method and ship date are shown to customer for each order. (This allows a customer to view information immediately on recent orders. These are for shipping orders only, store orders will not appear),

2. Customer can select to view the prescription status for store and delivery orders, customer is taken to one of two areas.
  - 3a. Customer doesn't have PIN associated
    - I. Customer is taken to COS4 and can enter prescription numbers to see status for specific prescriptions
    - II. The customer is shown the prescription number and status
  - 3b. Customer has PIN associated with their account
    - I. Customer is taken to VP2 (*View Prescription History*)

**Metrics**

Priority: Important for customer service

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database, IntercomPlus

**Open Issues (optional)**

## Find Drug Information

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/18/1999

**Summary:** The Find Drug Information use case is intended to enable a customer to obtain information and pricing about a particular drug.

**Actor Definition:** Customer - A registered or unregistered customer who is trying to find information about a particular drug.

**Preconditions:** None

**Success End Condition:** The customer finds information about the drug.

**Failed End Condition:** Customer searches again or is returned to main page.

**Trigger** Customer wants to find information about a particular drug.

### Main Success Scenario

1. Customer navigates to the Drug Information search page
2. Customer selects search method
  - 2a. The customer is presented search results (drug name, manufacturer)
  3. Customer selects drug
  4. The item is found and a new page is generated with information about the drug: Manufacturer Name, Generic Name, Common Uses, Directions, Cautions, Possible Side Effects, Drug Image, Drug Shape and Color, and Price

### Variations

1. None
2. Customer search methods
  - 2a. Browse Alphabetically
    - I. Customer selects letter of the alphabet
    - II. The customer is presented with an alphabetical list of drugs that begin with that letter
  - 2b. Search by Name
    - I. Customer enters the name of a drug (or partial name, this is a "sounds like" search)
    - IV. A list of pharmaceuticals that match the customer entry is returned
    - V. The customer can select one of the results returned or search again
  - 2c. Select from popular drug list
    - III. Customer selects from an alphabetical list of the fifty most popular drugs
    - IV. This list is compiled from a report on the most requested drugs. This list will provide quick links to the drug and pricing information on each drug
3. Customer selects drug
4. Pricing information will show the drug, each dosage (ex. 10mg, 100mg), commonly prescribed quantity, pricing point dollar amount (the price of the most commonly prescribed quantity), the generic name, common uses information, and cautions.
  - I. The customer can also link with this drug to go to drug interaction information
  - II. If Image of drug exists the customer can select the picture to view a larger image (color picture and shape diagram)

**Metrics**

Priority: Important for customer service

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Customer

Channel to primary actor: Interactive

**Open Issues (optional)**



## Locate Store (Find a store)

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/18/1999

**Summary:** This store locator case will be for casual customers who are trying to find a Walgreens store

**Actor Definition:** A customer who is trying to find the nearest Walgreens store

**Preconditions:** The store locator is accessible to any type of customer

**Success End Condition:** The store meeting the search criteria entered is found

**Failed End Condition:** Customer searches again or returns to main page

**Trigger:** Customer wants to find a store location

**Main Success Scenario:**

1. The customer enters and address and criteria to find a store
  - Street
  - City
  - State
  - Zip
  - City and State or Zip required
  - Open 24 hrs? (yes/no)
  - Has drive thru? (yes/no)
  - Within what range? Enter radius in miles
2. The customer submits the search
3. The results of the search are shown
4. The customer can select a store to view the details on the store
5. The customer can search again

**Variations:**

1. None
2. None
3. A large map based on the radius is displayed and the Walgreens stores located within that radius are shown with an icon on the map for each Walgreens found
- II. A list of summary details on the stores are shown below with address, city, pharmacy phone #, 24hr indicator, Drive thru indicator
4. The customer has selected to see the details on a store
  - Store number
  - Pharmacy phone number
  - Store phone number
  - Store address
  - Store Hours
  - Pharmacy Hours
  - Drive Thru Indicator
  - 1 Hour Photo Indicator

- A detailed map of the stores location
- II. The customer can select to view directions
  - D. The customer is shown a pop-up with directions and a map to the store
  - E. The customer can search again
- 5.

**Metrics:**

Priority: Critical for customer service

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive, database

**Open Issues (optional):**

## Search Web Site

**Author:** Thad Davis, USWeb/CKS--Chicago

**Date Modified:** 7/5/1999

**Summary:** This function allows customers to search the web site

**Actor Definition:** A customer who wants to find something on the web site

**Preconditions:** None

**Success End Condition:** Search Successful, customer finds information

**Failed End Condition:** Search Fails, customer searches again or abandons search

**Trigger:** Customer wants to find something on the web

### Main Success Scenario

1. Customer chooses to search the web site
2. Customer enters the keywords for what they are looking for on the web site
3. Customer submits search
4. A list of the most relevant items in relation to the keyword searched on is returned by category: Walgreens and Mayo
5. Customer selects item from list and is taken to the appropriate page

### Variations

1. None
2. None
3. The customer can search for places on the web site, health wellness content, and drug information
4. General web site searches will be done from a META aspect for non-directory searches and directory for health wellness content (this includes content on the Mayo web site) and drug information. Only pages with Meta information or that are in a search directory will be displayed. Example: The header page of Order New Prescription will be shown, not the step 3 page, because it will not be in a specified search directory and will have no Meta information
5. Customer can search again if they did not find what they are looking for

### Metrics

**Priority:** Critical to success of web site

**Performance Target:** Immediate

**Frequency:** Undetermined

**Channel to Primary Actor:** Interactive to Database

**Systems Involved in Case:** Web-Database

### Open Issues (Optional)

## Spotlight a Pharmacist

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/18/1999

**Summary:** The Pharmacist Spotlight use case is intended to enable a customer to obtain information about a pharmacist in a pharmacist-of-the-day format.

**Actor Definition:** Customer - A registered or unregistered customer who is trying to find the nearest Walgreens store.

**Preconditions:** None

**Success End Condition:** Customer finds information about a pharmacist.

**Failed End Condition:** Customer returned to main page

**Trigger** Customer wants to find out information about a pharmacist.

### Main Success Scenario

1. Customer navigates to the Pharmacist Spotlight page
2. Information about Pharmacist "in the spotlight" is presented

- Name
- Education
- Brief Comment from Pharmacist
- Special Training
- Years as a Pharmacist
- Professional Activities and Associations
- History at Walgreens
- A story about the Pharmacist

### Variations

1. The spotlight will be a rotating page of four pharmacists a month
2. None

### Metrics

Priority: Medium  
Performance Target: Immediate  
Frequency: Undetermined  
Primary Actor: Customer  
Channel to primary actor: Database

### Open Issues (optional)

## View Health Condition Library

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/15/1999

**Summary:** A customer can search the library for information on health conditions

**Actor Definition:** Customer - A registered or unregistered customer who is trying to find information on a health condition

**Preconditions:** None

**Success End Condition:** The customer finds the health condition information they wish to view

**Failed End Condition:** The customer does not find the health content they wish to view and returns to the homepage

**Trigger** Customer wants to view health wellness content information.

### Main Success Scenario

1. Customer searches the Health Condition Library
2. The customer is shown the results of the search
3. The customer selects one of the conditions to see a health condition report

### Variations

1. None
  - 1a. Browse Alphabetically
    - I. Customer selects letter of the alphabet
    - II. The customer is presented with an alphabetical list of health conditions that begin with that letter
  - 1b. Search by Name
    - I. Customer enters the name of a health condition (or partial name, this is a "sounds like" search)
    - VI. A list of health conditions that match the customer entry is returned
    - VII. The customer can select one of the results returned or search again
  - 1c. Select from health condition list
    - V. Customer selects from an alphabetical list of the fifty most common health conditions
    - VI. This list is compiled from information on the most common health conditions.
2. None
3. None

### Metrics

Priority: Important for customer experience

Performance Target: Immediate

Frequency: Undetermined

Primary Actor: Customer

Channel to primary actor: Interactive

### Open Issues (optional)

## View Registration

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/15/1999

**Summary:** This function allows registered customers to enter into their online registration to view and edit their personal information

**Actor Definition:** Registered Customer – A registered customer who is attempting to view and edit their registration.

**Preconditions:** Registered Customer

**Success End Condition:** Customer is allowed to view and edit their registration

**Failed End Condition:** Returned to Main Page

**Trigger:** Customer wants to view their registration

### Main Success Scenario

1. Customer chooses to view their registration
2. Customer logs in with user ID and password (see variations)
3. Customer is shown their registration
4. Customer is shown their health, insurance, payment, and shipping information

### Variations

1. None
2. Customer hasn't registered yet
  - 2a. The customer has not registered
    - III. Register customer (*Register Individual - Short*)
    - IV. Goto 3
  - 2b. The customer has forgotten their password
    - III. Goto *Send Password Hint*
    - IV. End Order Prescription
3. The customer is shown their personal information
  - Name
  - Username
  - Password Hint
  - Gender
  - Date of Birth
  - E-mail address
  - Home Address
  - Home Phone
  - Secondary Phone
  - 3a. The customer can edit this information
    - I. The customer is taken to a section to edit the personal information
    - II. The customer edits information
    - III. The customer submits information

- IV. If there are errors the customer is asked to edit the information again  
3b. The customer can change their password (**Change Password**)

4. If the customer has associated their PIN with their account then they are allowed to view the health, insurance, payment, and shipping information

Shipping Information

- Address
- Phone

Payment Information

- Credit Card Type
- Credit Card Number
- Expiration Date
- Name on Card
- Billing Address (street, city, state, zip)

Health History

- Health Conditions
- Drug Allergies
- Generic Substitution? (Yes/No)
- Easy Open Caps (Yes/No)

Insurance Provider

- Company Name
- Primary Cardholder Name
- Primary Cardholder Date of Birth
- Member Number
- Group Number

- 4a. The customer can edit this information
- I. The customer is taken to a section to edit the selected information
  - II. The customer edits information (the customer can ADD to Health History only, they cannot delete items) If the customer wants to delete items, they can send an email to Ask a Pharmacist to have items removed.
  - III. The customer submits information (credit card information is authenticated)
  - IV. If there are errors the customer is asked to edit the information again
- 4b. The customer can change their password (**Change Password**) or View Prescription History (**View Prescription History**) PIN only

**Metrics**

Priority: Critical to success of web site

Performance Target: Immediate

Frequency: Undetermined

Channel to primary actor: Interactive to Database

Systems Involved in Case: Web-Database

**Open Issues (optional)**

## Log Off

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/18/1999

**Summary:** This function allows a customer who is logged into their account to log out.

**Actor Definition:** Registered Customer – A registered customer (with or without PIN) who is attempting to log out of their account.

**Preconditions:** Registered Customer

**Success End Condition:** Customer is logged out

**Failed End Condition:** None

**Trigger:** Customer wants to log out of their account

### Main Success Scenario

1. Customer chooses to log out of their account
2. Customer is asked to verify that they want to log out
3. Customer is logged out

### Variations

1. None
2. The customer is shown a yes/no verification screen on whether to log them out or not.
3. The customer is logged out of their account and the customer will have to log in again to access restricted functions.

### Metrics

Priority: Critical to success of web-site  
Performance Target: Immediate  
Frequency: Undetermined  
Channel to primary actor: Interactive to Database  
Systems Involved in Case: Web-Database

### Open Issues (optional)



## Login First Time (to view prescription history)

**Author:** USWeb/CKS-Chicago/Walgreens review

**Date Modified:** 7/28/1999

**Summary:** This function is for a customer who is attempting to access the prescription profile for the first time.

**Actor Definition:** Registered Customer – A registered customer who is attempting to access their profile (prescription history) and has received a PIN

**Preconditions:** PIN received

**Success End Condition:** PIN is associated with user identification, customer can access prescription history.

**Failed End Condition:** Customer is not allowed to access restricted areas

**Trigger:** Customer wants to access prescription history

### Main Success Scenario

1. Customer receives unique PIN for prescriptions placed online (pickup at store or through the mail).
2. Customer is prompted to enter PIN for the first time
3. Customer enters PIN Number
4. The PIN is validated
5. PIN is associated with the customer's registration
6. The customer is allowed to access their prescription history

### Variations

1. The customer may contact customer service via e-mail or telephone with Login problems
- 2 None
- 2.3. None
4. PIN is invalid
  - 4a. Incorrect entry (PIN invalid)
    - I. Customer is shown a warning about the failed attempt
    - II. Customer re-attempts entry
    - III. On the third failed attempt, the customer is locked out and referred to customer service
  5. Customer will not have to enter the PIN again, account is fully activated. The customer will have access to all restricted areas of the web site. A PIN will not be generated for future prescription orders
  6. None
  7. None

### Metrics

**Priority:** Important to prescription history viewing

**Performance Target:** Immediate

**Frequency:** Undetermined

**Superordinate Use Case:** View Profile, Register Individual

**Subordinate Use Cases:** None

**Channel to primary actor:** Interactive to Database

**Systems Involved in Case:** Web-Database

Open Issues (optional)